ALWAYS

- Protect point of sale terminals with a passcode.

- Use passcodes for refunds and limit the number of employees with access to that function.

- When processing a refund shield the passcode when entering it on the terminal.

- Set up refund limits with your payment provider.

- Ask your payment provider about adding other security features to reduce the risk of loss.

- Keep point of sale terminals out of sight when not in use and lock them up in a safe location at the end of the day.

NEVER

- Give information related to point of sale terminals and payment accounts to unknown persons.

- Leave the customer when they are completing a transaction.

- Always change the passcodes when staffing changes.

- Choose passcodes that are generic or keep default passcodes on the terminal.

Take steps to protect your business.

Need assistance?

In an emergency dial:
9-1-1

For non-emergency service call:
(416) 808-2222

See it. Say it. Stop it.

For more information about the Crime Stoppers program, visit **www.222tips.com**. If you have a tip, call **416-222-8477 (TIPS)** or use the toll free number **1-800-222-TIPS**

**Point of Sale Terminal Theft
Community Partnerships and Engagement Unit
SP-11 2023**

Point of Sale Terminal Theft

Reduce the risk.

Reduce the opportunity.

TPS.ca

What happens when a terminal is stolen?

- If the point of sale terminal is not passcode protected, anyone can conduct charge backs onto credit cards and the business owner could be responsible for payment.

- Anyone can use the point of sale terminal by manually entering credit card numbers for charge backs.

- Anyone can use a point of sale terminal to charge or activate gift cards, and the business owner would be responsible for payment.

What if my card was used?

In most cases you will not be held responsible for transactions you didn't make or approve. You're protected against unauthorized transactions when you use a point of sale terminal or an ATM.

Immediately report any unauthorized transaction to your bank.

Report theft

- If your point of sale terminal is stolen, report the theft to police immediately.

- The following information will be asked when completing the report:

  - Your service provider

  - The identification number of the terminal

  - Who has/had access to the passcode

  - Any identifying features

For online reporting visit:
TPS.to/reporting